



ANNUAL REPORT 2021/22

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TABLE OF CONTENTS

FROM OUR Kaumatua	3
FROM OUR Chair	2
TO OUR Stakeholders	3
Strategic Highlights	3
OUR Trustees	3
Charitable Trust Number	3
OUR Strategic Plan 2021 – 2025.	3
Vision	3
Mission	3
Bold Goal	3
Values	3
Goals	3
Financial Highlights	3
Operating Highlights	3
OUR CEO	5
OUR Structure	6
OUR Kaimahi	7
OUR Programmes	8
Te Korowai Tauawhi- Family Start	8
Te Waka Tamariki	10
Te Haumirimiri Ngākau Mokopuna	12
Kāinga Rua	13
Nga Hua Whakatupuranga – ISR	15
Whakatoo Te Kakano	16
Tiakina Te Rito Rangatahi	17
Poutokomanawa	19
Marketing	22
Looking Ahead	24
FINANCIAL STATEMENTS	25
Statement of Financial Position	25
Statement of Comprehensive Revenue and Expenses	26
Statement of Cash Flows	26
Notes To Financial Statements	27
Debt	27
Going Concern	27
Current Liabilities	27
Takeaways	27
INDEPENDENT AUDITOR’S REPORT	27
Auditor’s Report	27

FROM OUR KAUMATUA

He Honore He Kororia Ki Te Atua
He Maungarongo Ki Te Whenua
He Whakaaro Pai Ki Ngaa Taangata Katoa
Ko Te Amorangi Ki Mua Ko The Hapai O Ki Muri
Ko Te Tumanaako, Kua Puawai Te
Kakano Mai I Te Tauhou.

Honor and Glory to God, Our Father in Heaven
Peace on Earth and Goodwill to the People,
Mankind.

With great Leadership the behind the scenes
comes to fruition.

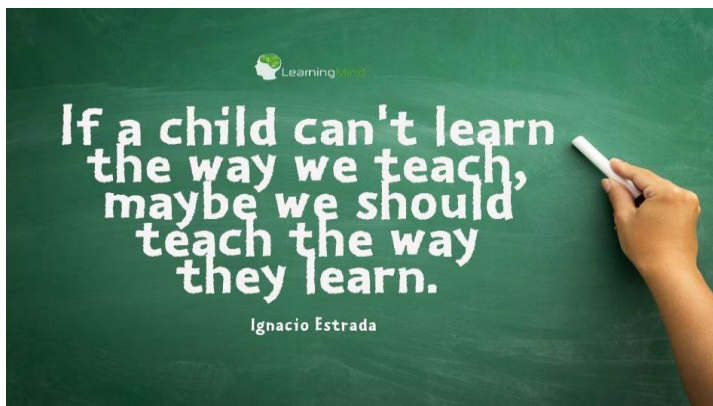
We believe that The Seed planted at the beginning
of this year has blossomed and will continue to
expand for the future.

Kia ora koutou katoa e aku rangatira.

While we have navigated some trying times since July 2021 it has been pleasing to have the support from the trust board during these times. Mention must go to staff and fellow colleagues of Kirikiriroa Family Services Trust for their willingness to adjust to changes that have arisen from our trying times and the positive atmosphere that has enhanced each ones uncertainties with a positive outcome to continue to support the families we walk alongside in our mahi.

LOUIS POUAKA

WHĀNAU WORKER KAUMĀTUA





FROM OUR CHAIR

1 JULY 2021 – 30 JUNE 2022

This is my first report as Interim Chair of Kirikiriroa Family Services Trust.

Kirikiriroa Family Services Trust (KFST) has continued to spearhead innovation as we have successfully developed and implemented services that support our tamariki and whanau in Kirikiriroa.

As I reflect on the past year, it is apparent that the Trust has significantly grown despite the impact of COVID, lock downs and restrictions.

A few highlights that come to mind are:

- The development of Kainga Rua, and transitional housing for our tamariki and their whanau.
- We led, in collaboration with Kaute Pasifika and Tuu Oho Mai, the development and launch of a new partnership with Oranga Tamariki, providing an intensive support service to whanau (Te Haumirimiri Ngākau Mokopuna)
- The feasibility, development, and implementation of Tiakina Te Rito Rangatahi (Youth Hub)

The Trust Board welcomed Hinemoerangi Ngatai Tangirua as Trustee in April 2022. Her understanding and expertise in governance, strategy and Kaupapa Maori is invaluable to the organisation.

Under the competent leadership of Dr Nicole Coupe (CEO) the Trust has continued to strengthen and expand our contribution in the community, meeting the needs of tamariki and whanau.

We are proud of our achievements and the support we provide.

The Trust ends this period in a sound financial and operational position. The Trust is in good standing, with the strong leadership of our CEO, committed Trustees and Management team, competent and well-trained staff supported by robust policies.

I would like to thank my fellow Trustees, Nik, and her team and look forward to continuing to work together.

Toni Welch

Interim Chair

KFST

TO OUR STAKEHOLDERS

Strategic Highlights

OUR Trustees

Toni Welch – Interim Chair/Trustee
Hagen Tautari – Chair/Resigned
Denise Kingi –Trustee
Hinemoerangi Tangirua – Trustee

Charitable Trust Number

CC27375

Nature of Business

Providing family services in the area of health, welfare and education.

Partners



Ministry Partners



Accountants



Auditors



Lawyers



IT Support



OUR STRATEGIC PLAN 2021 – 2025.

Our vision Tamariki Tu Tamariki Ora with a mission Aronui ki nga Tamariki, Aronui ki te whanau. We are an organisation that builds positive collaborative relationships with all, to focus on improved mokopuna outcomes by continually improving programmes and developing new innovative services. Provide housing, strengths based home visits & education.

Vision

Tamariki Tu Tamariki Ora

Mission

Aronui ki nga Tamariki Aronui ki te whānau

Bold Goal

Retaking the leadership role of Kainga Ora: Well Families

Values

Tiakina te rito (Tamariki focused)
Whakapiringa (Whanaungatanga – positive relationships)
Kia tu tika (Taking accountability for our actions)
Tukunga auahatanga (Refelective practces – innovation)

Goals

Recentre KFST as a child focused organisation, ensuring tamariki voices are heard and at the forefront of all decisions

Empowered kawantanga partnerships to co-create a better future for tamariki with other organisations, services, kaimahi and their whānau

KFST's kaimahi act with integrity and are tika in their actions, engagements and endeavours

- All kaimahi will support tamariki and their whānau to exceed within their own goals and outcomes
- All kaimahi will exceed the KFST code of conduct, professional standard, and cultural standards
- All kaimahi will excel in the key performance measures, indicators and service outcomes

KFST drives innovation through evidence based matauranga and continuous quality improvement

KFST explores funding diversification and innovative business opportunities.

Financial Highlights

- Continued strong financial viability and sustainability
- Zero debt

Operating Highlights

People

- New programmes (Te Haumirimiri Ngakau Mokopuna, Tiakina Te Rito Rangatahi)
- Expanding workforce
- Staff wellbeing a focus and COVID prevention
- Increased workforce development.



Performance

- New innovative approaches to service delivery
- Continuous quality improvement for tamariki, whānau, stakeholders and partners

Relationships

- Collaborations and partnerships renewed, nationally, regionally and locally.
- Te Haumirmiri Ngakau Mokopuna (Oranga Tamariki, Tuu Oho Mai, Kaute Pasifika, Kingitanga)
- Increased collaboration and partnerships with Police, Te Puni Kokiri, Ministry of Social Development, Health Research Council of New Zealand, Kainga Ora, Ministry of Education, Hamilton City Council.

Facilities

- Kāinga Rua successfully housing tamariki and their whānau on their journey toward independence
- Norton Road
 - Tiny house occupied
 - 2 Bedroom occupied
- Dey Street 19 self contained studio units and 3x1 Bedroom units (opened Dec 2021)
- Brooklyn Road 5x2 Bedroom apartments (opened March 2022)
- Vialou Street 9x3 Bedroom apartments (opened April 2022)
- Coventry Road 1x3 Bedroom and 1x2 bedroom (opened April 2022)
- Rhode Street 2x3 Bedroom (opened April 2022)
- 79 Norton Road office and 115 Rostrevor Street office

OUR CEO



*Takitimu te waka
Aoraki te mauka
Waitaki te awa
Kati Huirapa raua ko Te Rua Hikihiki oku hapū
Moeraki te rohe
Uenuku te marae
Teitei toku tupuna
Ko Richard raua ko Javaughn aku tamariki
Ko WHERO taku kuri.*

Ko Ngai Tahu ratou ko Te Atiawa, Ngati Toa oku iwi

Another challenging year with hard working people who are passionate about what they do, how they do it and are eager to learn and grow daily. I'm so proud to be working alongside these tamariki advocates, whānau supporters and community innovators. They have achieved so much with our Waikato and Waipa tamariki and whānau.

Between 2021-2022 we continued to partner with Oranga Tamariki, Waikato DHB, Police, Integrated Safety Response, Te Puni Kokiri, Ministry of Housing and Urban Development, Ministry of Social Development, Work and Income, Justice, Corrections, Social Workers Registration Board, Kāinga Ora, Waikato Housing Network, K'aute Pasifika, Tuu Oho Mai, Te Runanga o Kirikiriroa, Whakaruruhau, Midland Regional Family Start Provider, and many others.

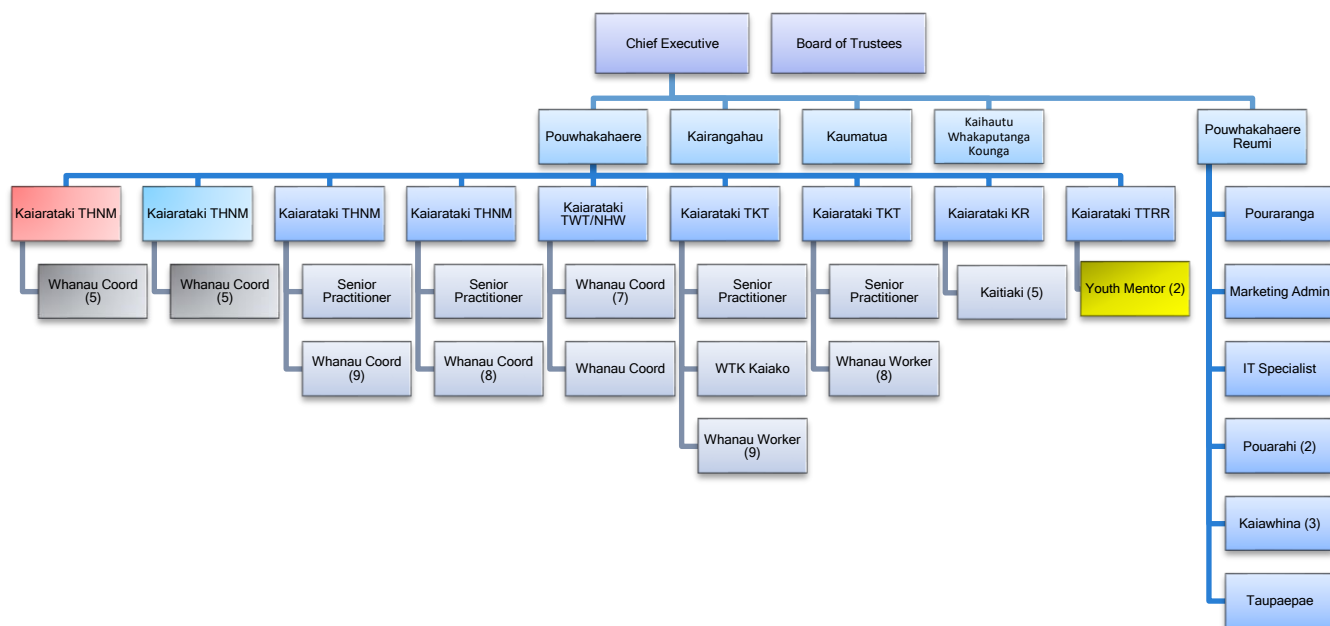
New services programmes are now available from KFST that include the intensive child safety intervention called Nga Hua Whakatupuranga and the new beginnings of our Youth Hub including Tiakina Te Rito Rangatahi. KFST continued to grow in referrals and innovative ways to address the needs of our tamariki and their whānau. With over two and half thousand tamariki on our books at anytime we are able to influence change and improve outcomes for pepe, tamariki and rangatahi.

Whero says that he loves the pats and praise he gets from the tamariki, their whānau and the kaimahi. He did not enjoy lockdown AGAIN as he had to run, swim and stay home. He hopes that all the whānau of Kirikiriroa Family Services Trust stay safe and enjoy their tamariki.

A handwritten signature in black ink, reading "Dr Nicole Coupe".

Nicole Coupe
Pouwhakahaere Mātua-CEO

OUR STRUCTURE



THNM – Te Haumirimiri Ngakau Mokopuna

TWT – Te Waka Tamariki

NHW – Nga Hua Whakatupuranga

TKT – Te Korowai Tauawhi

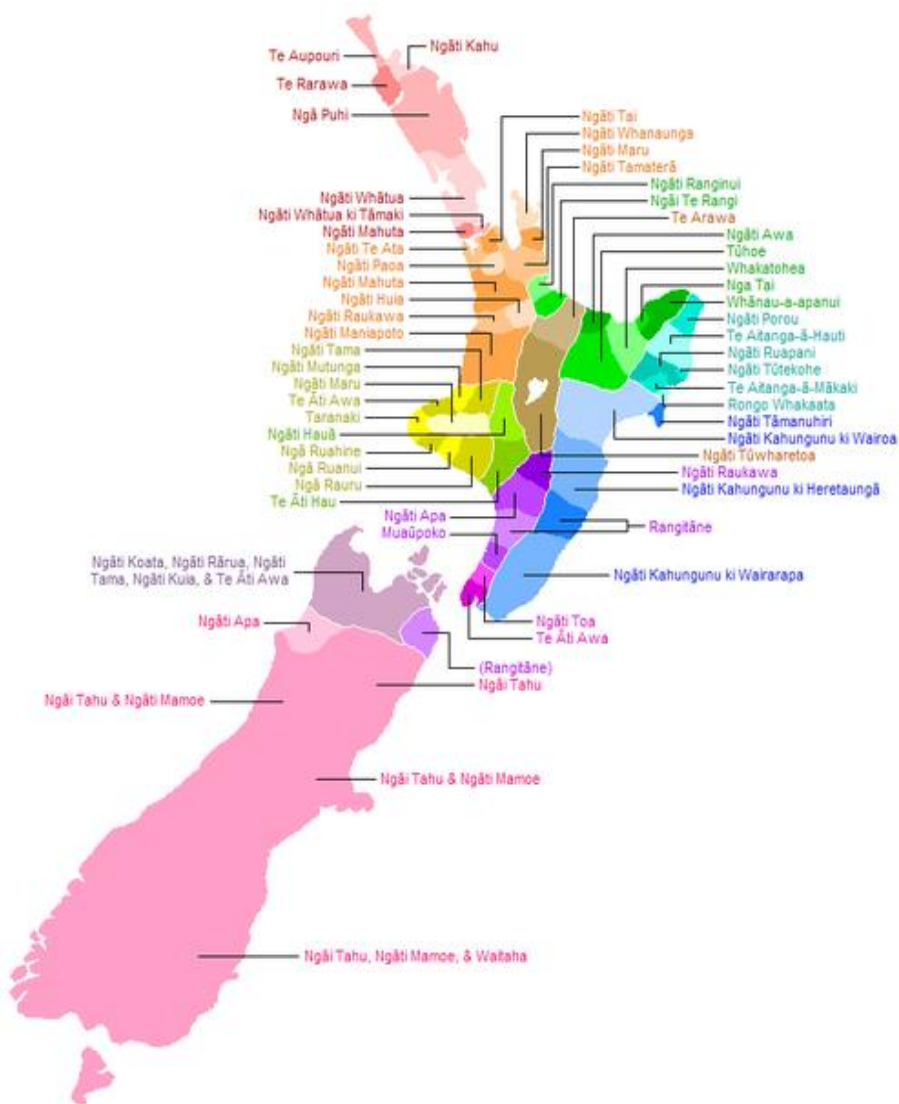
KR – Kainga Rua

TTRR – Tiakina Te Rito Rangatahi

WTK - Poipoia Te Mokopuna

OUR KAIMAHI

We have a wonderfully diverse roopu of people working at Kirikiriroa Family Services Trust. A variety of ethnicities Maori (70%), NZ European, South Korean, Phillipine, Tongan, Samoan, ages (21-70 years). We saw some promotions in our leadership team to General Manager (Ngahina) The number of frontline kaimahi continue to increase as Te Haumirimiri Ngakau Mokopuna embeds and extends availability for intensive response. While the borders have open and then closed it has proven to be a challenge to fill vacancies especially while we have such disparate pay equity.



- Te Rarawa
- Ngati Kahu
- Ngāpuhi
- Ngāti Mahuta
- Tainui
- Te Arawa
- Ngāti Manioto
- Te Āti Haunui-a-Pāpārangi
- Ngati Awa
- Ngai Tuhoe
- Tūhourangi
- Ngāti Porou
- Te Aitanga-a-Māhaki
- Ngāti Kahungunu
- Te Atiawa
- Te Whakatōhea
- Rereahu
- Ngāti Raukawa
- Ngāti Rangitāne
- Ngāti Tūwharetoa
- Rongomaiwahine
- Ngāti Toa
- Ngāti Ranginui
- Ngāti Hikairo
- Muriwhenua
- Ngāti Korokī Kahukura
- Kai Tahu

OUR PROGRAMMES



Te Korowai Tauawhi

Te Korowai Tauawhi- Family Start

The year June 2021 to July 2022 has been a busy year for our team. The logo for Te Korowai Tauawhi was designed and the whakatauki behind the logo is an extension of the KFST logo depicting a korowai wrapping around the tamariki and their whānau. We received 798 referrals for tamariki, between pre-natal -2 years, requiring support in areas ranging from high needs (mental health, care and protection history, drug and alcohol, family harm) to potential needs (lacking positive support networks, transient, low parent education). A high percentage of the referrals received for this period involve family violence and are highly complex and due to this need we have completed workforce development training in this

area. Our active tamariki rates have varied throughout the year and on average we have held between 89% to 96% of our contracted volumes. To manage the high volumes of referrals we have had to implement the following processes;

- Contacting referrals via phone <48 hours to gain verbal consent and if uncontactable, a home visit
- Allocation of a whānau worker to visit to whakawhāngatanga and gain written consent
- Monitoring and virtual support for waitlisted tamariki

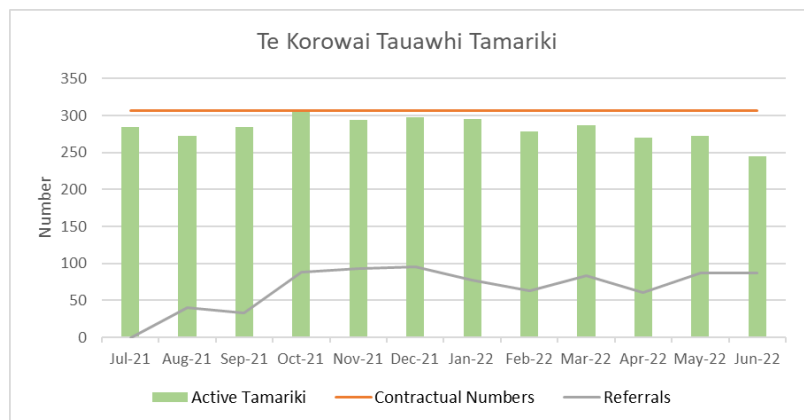
Effects of the COVID climate for tamariki and their whānau has been prolonged and navigation of this pandemic has continued throughout the year. The substantial impact on tamariki has seen immunisation rates drop and disengagement with well child and oral health providers diminish.

Whānau workers have learnt to be innovative in engagement pathways with whānau as key deliverables of two home visits per month were also impacted by COVID. They increased their contact by advocating; attending hui, supporting at court appearances, attending appointments via teams, accessing resources to mitigate risk and increase safety.

We have increased our networking and have had the opportunity to meet with agencies that assist our clients - Tuu Oho Mai, Sharma, Plunket and Oral Health. These networking meetings have been valuable and rewarding to integrate our support networks so that our goals and plans are client focused with appropriate supports are in place.

Team actions:

- Continued to support whānau in regard to COVID - Testing, Vouchers, Isolation packs
- Professional Development including Service improvements, Good News Stories, Theories: Pohatu – Take Pu and Maslow's Attachment Theories.
- Supervision - Case consults, Group, Cultural and External support.
- Ongoing recruitment
- Transitioning to Exess - In April 2022, we began to transition cases over from FSNET to our internal CMS system Exess. This introduced workers to a new and exciting way of entering information and providing a narrative to a tamariki journey through our service. The first three months of transitioning to Exess was both challenging and rewarding. Moving data from the Family Start FSNet to Exess was a collaborative and supportive transfer of all current cases. This has streamlined the process which



tamariki can cross pollinate between services and encouraged collaboration between kaimahi from different services. Full integration was completed by June 2022.

Graduations are celebrated with the tamariki and whānau and presented with a certificate and a voucher. Over 180 tamariki have successfully graduated from the service. Evaluations are completed at exit below are some of the experiences and achievements noted by whānau.



Kaiwhakahaere Ngahina Le Gros

More confidence than I had before I came onto family start.

No longer in an abusive relationship and I want to stay that way.

I am back working, I have a good routine with the children and there is a good balance.

Being able to have a routine in place for the children and being able to read to them regularly.

Kaiarataki Christine Brunt-Hawea and



Te Waka Tamariki

What a year it has been for Te Waka Tamariki. We have supported 208 tamariki and rangatahi to achieve positive outcomes and achieve change. Whanau Coordinators continue to support Tamariki and their whanau into positive change. From July '21 to June '22 there were **943** referrals to Te Waka Tamariki from Government and Community agencies as well as self-referrals.

From these referrals' large numbers of tamariki and rangatahi have engaged into counselling, education, D&A, health, and family harm support services. Whanau Support Network meetings continue to allow for collaborative measures from the wider Kirikiriroa networks to ensure the tamariki and rangatahi needs and goals always remain the focus of service providers. Over the past year 208 tamariki and rangatahi have successfully transitioned from Te Waka Tamariki to ongoing support from their networks of supports that has been established throughout their journey with Te Waka Tamariki. Feedback from a mother with three tamariki that has been supported by Te Waka Tamariki. The whanau alongside Te Waka Tamariki and Community partners ensured a robust plan was in place to bring positive change to whānau circumstances.



“The support I have received from Te Waka Tamariki over the past year and a half has been supportive with my children's needs and my own needs they have been supportive guided me to places if needed any guidance. Also, medical I really am grateful for the support knowing what is needed and the support I got for my kids I got the answers I was asking for”

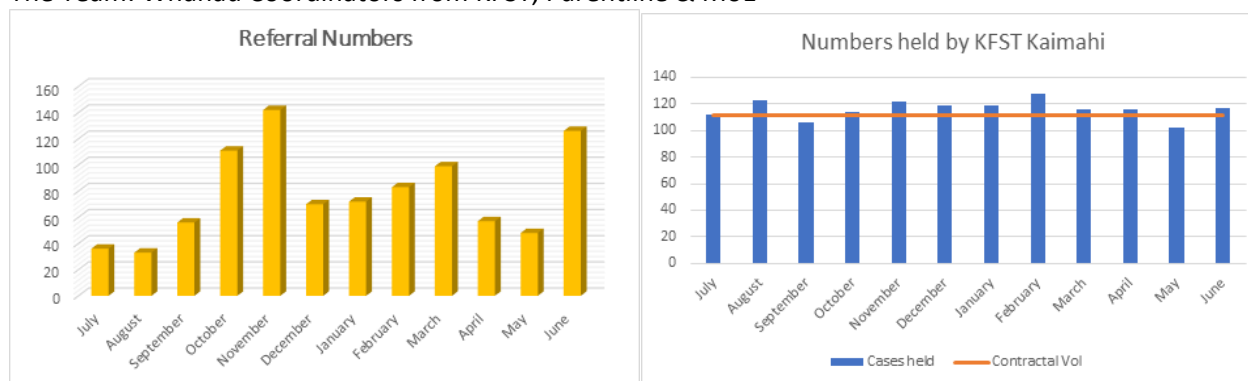
Te Waka Tamariki would like to thank the following agencies for their continued support and achievements.

- Parentline and MoE – RTL: Frontline Whānau Coordinator support/Community Panel support
- MoE, MSD, Kāinga Ora, Te Whatu Ora Health services & Mental health services, Oranga Tamariki, Corrections: Navigators and Expert Advisory panel support

This ongoing teamwork and sharing of information continue to prove that working in collaboration accomplishes positive outcomes. With the increasing complexity of issues and needs tamariki are experiencing the ongoing focus will be on building the support network for every tamariki and rangatahi we support.



The Team: Whānau Coordinators from KFST, Parentline & MoE



Kaiarataki Te Waiata Ngaru-Waho and Kaiwhakahaere Ngahina Le Gros



Te Haumirimiri Ngākau Mokopuna

Te Haumirimiri Ngākau Mokopuna vision of “Keeping tamariki/fanau safe and well in loving whānau/aiga and safe communities” has come to fruition exceeding expectations with the numbers of tamariki and rangatahi engaging and being supported by Community Partners KFST, K’aute Pasifika and Tuu Oho Mai in the intensive intervention space in partnership with Oranga Tamariki.

Our four partners are working in collaboration to empower tamariki/rangatahi and

their whānau to identify the things they want to change in their lives and to find pathways to that change.

Month	Tamariki	Whānau
October – GO LIVE	96	37
November	77	34
December	33	13
January	11	5
February	41	17
March	38	12
April	5	2
June	13	6
July	11	3
Totals for period	325	129

Outcome as at 30 June 2022	Tamariki
Currently active (Community Partner Agency)	138
Consent gained	213
Successful Exits nt to change in their lives and find pathwats to make the changes.	82
Kirikiroa Family Services Trust	57
K’aute Pasifika	24
Tuu Oho Mai	1

Measure of success

Te Aio “A State of Calm and Peace” supports tamariki/rangatahi and their whānau through their journey with us building well-being, self-esteem and connection to enable them to move confidently beyond their time with Te Haumirimiri Ngākau Mokopuna

Phase	Commentary
Te Kore - Darkness	Relationship building Repairing and redefining
Te Pō -Traversing the landscape	Engaged Build on identity Identify aspirations and subsequent actions
Te Awatea – Thriving in the light	Interdependent Connected to whaanau/Hapu/Iwi

Whānau support and engagement is philosophically, spiritually, psychologically, and environmentally aligned to te ao Māori. This means that the healing, restoration, and preservation is self-paced and self-determined.




Kaihautu Whakataurangi Kouna Tanya Parsonson and Kaiwhakahaere Ngahina Le Gros



Kāinga Rua

We hold six transitional housing portfolios with the ability to house 49 whānau and their tamariki and rangatahi. Whare sizes range from one-bedroom studios to four-bedroom houses. All whare are set up with chattels that enable whānau to move in effortlessly.

Location of property	Date Contracted for Transitional Housing	Housing placements available
Norton Road -Frankton	July 2021	Nine whānau
Brooklyn Road -Claudelands	Dec 2021	Five whānau
Dey Street – Hamilton East	Feb 2022	Twenty-three whānau
Rhode Street - Dinsdale	April 2022	Two whānau
Vialou Street - Central	April 2022	Nine whānau
Coventry Road - Melville	April 2022	Two whānau
Whare	Location	Occupancy
	 Norton Road	65% July 21 to June 22
	Rhode Street	100% April 22 to June 22
	Brooklyn Road	100% Dec 21 to June 22
	 Kāinga Ora & KFST kaimahi setting up Dey Street	60% Feb 22 to June 22

	 <p>MSD kaimahi setting up Vialou Street</p>	<p>100% April to June 22</p>
	<p>Coventry Road</p>	<p>75% May 22 to June 22</p>

Occupancy rates for our stand-alone whares continues to exceed shared accommodation sites. Since embarking on this journey, we have been well supported by HUD (Housing and Urban Development , MSD (Ministry of Social Development) and Kāinga Ora colleagues. Our new Team Leader started in June 2022 bringing with her a wealth of knowledge in both the housing and the Social Services sectors as an ex-Housing case manager from MSD. Kainga Rua have celebrated the successful exit to stable housing with 14 whānau and their tamariki during this period.

Taking over new properties has given not only the staff at KFST but stakeholders the opportunity to assist with setting up the whares prior to our whānau moving in.

As we look ahead in 2022/23 we look forward to welcoming Minister Marama Davidson in August 22 and employing more kaitiaki to support this kaupapa.

Kaiarataki Rebecca Goodhew and Kaiwhakahaere Ngahina Le Gros



Nga Hua Whakatupuranga – ISR

“A new way of beginning”

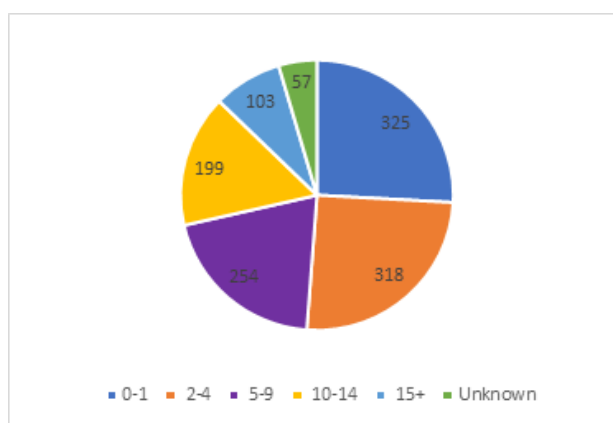
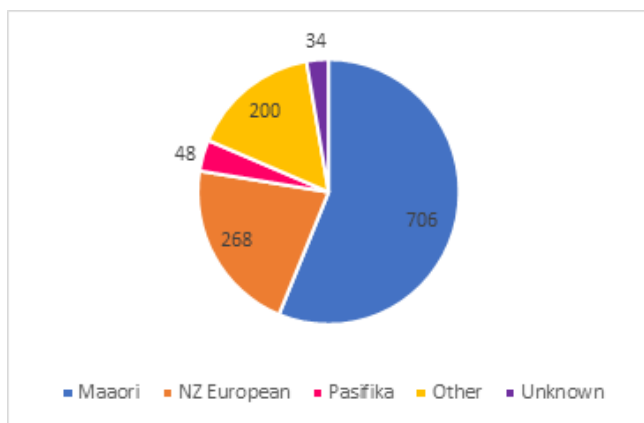
Nga Hua Whakatupuranga is contracted by Integrated Safety Response (ISR) to provide support for tamariki and rangatahi who have been affected by family harm.

Nga Hua Whakatupuranga went LIVE in September 2021 and to date the team have received over more than 1200 referrals in the ten months.

A panel of child focused services determines which service can best provide support following a family harm episode this has allowed collective agencies to move towards positive intervention. Strong relationships continue to be built with the Integrated Safety Response operational team and community services

that collaborate in this partnership, including Tuu Oho Mai, Barnardo’s, Parentline and Corrections.

We continued to provide a frontline Whānau Support Worker to ISR who provides depth case management to whānau and their tamariki assessed as “medium risk” as determined by the SAM table. A caseload of 20 is always held.



KFST’s Whanau Support worker has completed in excess of 400 follow ups to ensure the safety of tamariki and rangatahi who have been involved in Family Harm incidents have been assessed and provided with safety plans and assist with building support systems tailored to their individual circumstances.

KFST also provided a Tamariki Advocate “a voice for the child” to be present at the SAM table once a week contributing to the triage process for cases where tamariki were involved or likely to be impacted on as a result of a Family Harm episode. The Tamariki Advocate determined whether a tamariki focused advocate should engage and assists with this process of engagement.

Kaiarataki Te Waiata Ngaru-Waho and Kaiwhakahaere Ngahina Le Gros

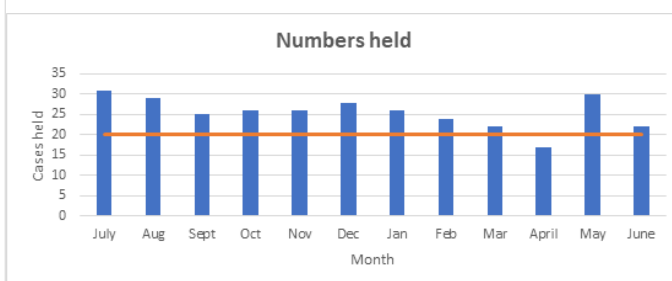
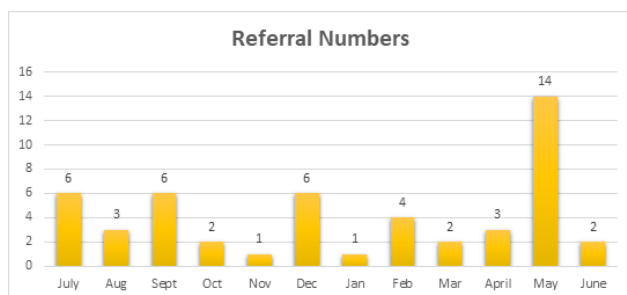
Whakatoo Te Kakano



Poipoia te Mokopuna is a tamaiti centred service that focuses on providing whānau the knowledge, support and tools to enable their tamaiti to blossom and achieve their potential. The service walks alongside whānau who are not actively engaged in early childhood services and who may be confronted with challenges that significantly impact on their identity, health, social, education and economic outcomes and in particular learning pathways for their tamariki and mokopuna.

Service Goals

1. To provide and foster kaupapa Māori and whānau centred practices that contribute to building whānau resilience.
2. To encourage and support whānau and their tamariki to be active participants in their whānau journey to Mātauranga.
3. To advocate for and promote better educational outcomes for whānau.
4. Whānau are engaged in learning opportunities both within the home and in the community.



Our journey this year

Poipoia te mokopuna has sustained whānau and tamariki engagement while adapting to the challenges that were associated with COVID 19.

The impacts of COVID 19 continues to be a challenge for whānau socially, educationally, and mentally. Whakatoo te kaakano kaiako have continued to prioritising supporting tamariki into education integration as well as providing guidance to whānau navigating through other services to support social issues.

We emerging from lockdown with a renewed sense of how important of our Puna taakaro weekly sessions are to our tamariki and whānau which set the foundations for learning and foster learning confidence.

22 tamariki have successfully enrolled and maintained engagement for this period.

Kaihautu Whakataurangi Kouna Tanya Parsonson and Kaiwhakahaere Ngahina Le Gros



Tiakina Te Rito Rangatahi



Manutai - The frigate bird representing exploration and navigation (I think you wanted 7 if I remember correctly!).



Tikitiki tangata - Representing whanau and whakapapa of the rangatahi and the important role whakapapa plays in this kaupapa.



Kowhaiwhai - 2 inner koru represent the rito or new shoot, symbolizing the rangatahi. These are surrounded by another koru that represent those facilitating the program and assisting/nurturing the rangatahi.



Poutama - This design is found within the kowhaiwhai symbolizing the pursuit of knowledge of the rangatahi through this kaupapa.

Roadmap

Tiakina Te Rito champions the voice of rangatahi. We believe that our rangatahi have the answers to the challenges they are facing as they navigate adolescence. We help them find their voice and support them to speak their truth



The Team



Tee: Tania Tahana
Team Lead
Over 20 years of working in the social services sector with 4 accumulative years in the youth sector



Shi: Shiloh Goldsworthy
Kaiahi
12 years of experience in the youth sector with 2 years working with high risk youth



Leni: Eleni Sykes
Kaiahi
5 years experience in the social sector, with 3 years in the youth sector

Our Vision "Play, Stay and Grow"

Ao Tuuroa Youth mentoring 12 to 24-year-olds.

Our Rangatahi Mentoring service supports tamariki and rangatahi who are likely to experience negative life outcomes due to events and situations they have no power to change or effect because of their age, ethnicity, ability, gender and or socio-economic position. Without intervention, continued marginalisation through adolescence can amplify existing issues, negatively affecting transition to adulthood. Negative impacts increase for disadvantaged rangatahi who are navigating significant life transitions such as separating from a loved one, moving towns or areas, starting a new school, navigating higher education studies or a first job. The Tiakina Te Rito Rangatahi **Ao Tuuroa Mentoring Program** will prioritise disadvantaged rangatahi including rangatahi Māori, Pacifica rangatahi, rainbow people and different abled people aged 12-24 years who are experiencing "moderate" needs, for example;


- Are disengaged from school or disengaging from school (has a history of truancy, school stand-downs, suspensions, or experience of alternative education).
- Has limited family support or limited connection to a positive role model
- Struggling to be accepted by peers and/or isolated from peers
- Struggling with emotional regulation
- Struggling with anxiety and or depression and not receiving on going management support by a mental health professional

The aim of the program is to achieve better wellbeing outcomes for Rangatahi including strengthening rangatahi identity, sense of belonging, and social connectedness with their peers, whanau and communities.

Future vision - Youth Hub

Our vision for the futureproofing tamariki and rangatahi in Kirikiriroa is to provide a Youth Hub that caters to the developmental needs of today's rangatahi. This will be an open access site that will in the first instance operate Monday to Friday 9.30 am to 6pm. Providing a space to **play stay and grow**, Tiakina Te Rito will utilise the hub to attract rangatahi and support their individual needs by providing onsite mentors that can integrate wrap around holistic services, and a variety of structured activities to ensure that Rangatahi have:

- somewhere to go

- 
- something to do
 - some space of their own
 - someone to talk to
 - supports to manage difficult areas of their lives

Ultimately the Youth Hub will provide rangatahi a safe and supervised facility for them to engage in developmental programs and activities that encourage the growth of self-identity and positive self-esteem. Rangatahi who use our HUB will be able to freely express their opinions without fear of judgement and will be encouraged to participate in the governance of the space and development of relevant programs. As rangatahi become more confident in their skills and capabilities the rangatahi will be offered opportunities to participate in leadership roles to support the transition from Rangatahi to Rangatira, Kirikiriroa's future leaders.

Kaiarataki Tania Tahana and Kaiwhakahaere Ngahina Le Gros

Poutokomanawa

In the last year we have grown from two person team to a 10 member team. We have three Kaiawhina who support Te Waka Tamariki, Nga Hau Whakatipuranga, Kainga Rua and Te Haumirimiri Ngākau Mokopuna services. We have a full cultural team with two Pouarahi and one Pouraranga who have been supportive with all services within KFST and the whānau we work with. We now have our own inhouse IT coordinator who is our



first port of call of any issues/solutions and completes the technology induction and set up for our new kaimahi. Our frontdesk administrators main role is to manage reception, fleetcars, meets and greets manuhiri and manages queries and requests from kaimahi. Our team ranges in ages from 74 years old to our youngest team member who is 21. They all are not shy of hard mahi and often the first ones to put up their hands if things need to be done or to provide support to the Senior Leadership team.

Cultural Leadership

Continued te reo and tikanga Māori programme for kaimahi and for tamariki and their whānau.

- Monthly full day sessions with our kaiako inspired people and set them on a journey of awakening.
- Kapa haka
- Haerenga
- Noho marae to Waitangi and Waikato

Our Pouraranga and Pouarahi are supporting KFST cultural supervision for some staff members.

Kapa Haka

In June, KFST had the privilege of competing in an interagency kapa haka competition hosted by Tuu Oho Mai. The majority of staff participated in the event and those that were not on stage volunteered their time to promote KFST at our stall on site. It was a great opportunity for staff to bond with one another in a safe space while enhancing cultural competence. All staff walked away feeling fulfilled with what they had learnt about Maori cultural as well as what they had learnt about one another.

Pouraranga Whaea Reawyn



Recruitment – Tukanga Auahatanga: Reflective practices-innovation



during work.

Here is information provided by SEEK. We average 3 ads per month at a cost of \$258.20 and responding to applicants with an outcome from their application within 7 days. We are focusing on ads being more visible for someone to view from a mobile device as it showed in the report that 90% of our ads were viewed via a mobile device.

We continue to review the process of recruitment from the request to advertise through to filtering through candidates through the recruitment process. As we rapidly grow within the different services so does the demand for quality candidates. We have “Jobs on Seek” on daily checks, so we are not missing out on potentially good candidates. Each month is different in terms of the quality and quantity of candidates and hard to say what is the difference. We do know from the feedback from those that have started with KFST the key difference that attracted them was the opportunity to learn Te Reo

Your investment in job ads: \$8,520

Candidate applications received

356

\$23.93 average cost per application
11 average applications per job ad
-14% average applications per job ad from last period

Ads posted

33

\$258.20 on average per ad
7 Classic ads (8%)
31 Branded/Standard ads (94%)
0 Premium ads (0%)
+7 total ad volume from last period (+21%)

Search views

382,766

11,599 average search views per ad
-41% from last period

*A 'search view' is when a candidate saw your ad snippet in the SEEK job search.

Ad opens

11,632

352 average opens per ad
-31% from last period

*An 'ad open' is when a candidate visited your job ad page.



KFST PRE INTERVIEW

A step-by-step guide

- Applications received** through job advertising sites or internally. If registering with employment agency, would it could include description of specific needs for the role, qualifications, experience, registration etc.
- Applicants information** is collected in a spreadsheet which is updated as the time as the SLT has access to view.
- Recruitment agency** review applicants. Applicants are then shortlisted.
- Shortlisted applicants** are contacted by telephone to discuss the role.
- Confirmation email** sent to applicants. Applicants are to bring to interview:
 - 1. Interview kit
 - 2. 2 referees who can confirm their skills
 - 3. 2 referees who can confirm their character
 - 4. 2 referees who can confirm their experience
- Interview Panel** is formed and interview is held. Interview Panel is made up of SLT, a representative from the community, a representative from the community, a representative from the community, a representative from the community.
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KFST THE INTERVIEW

A step-by-step guide

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KFST POST INTERVIEW

A step-by-step guide

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A new process for recruitment was introduced from the request to pre-interview to post interview placing more responsibility on the leader who is requesting hiring of a new kaimahi. Templates are to be completed leader from the information provided from the applicants resume, qualification, interview ratings and notes, police vetting and reference checks. This allows SLT or CEO to see an overall view which is clear and unbiased based on the information that has been provided.

Induction/Onboarding – Tukanga Auahatanga: Reflective practices- Innovation

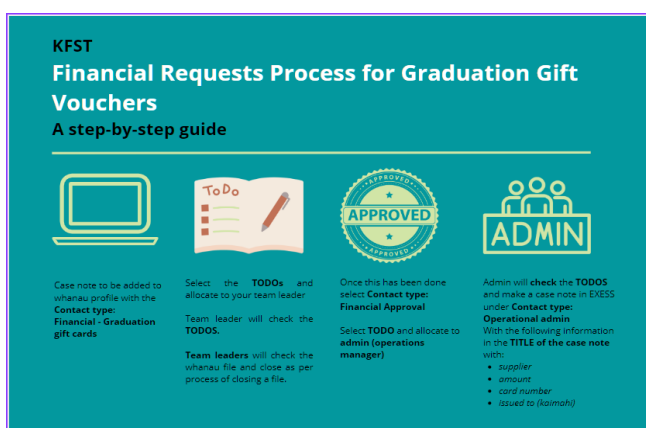
We introduce an onboard checklist that would support new kaimahi through their first couple of days with KFST and to ensure that all the information and resources

- Introduction with CEO and GM – Kaiwhakahaere Reumi **Operations Manager**
- All KFST policies – Kaihautu Whakatauranga Kouna – **Quality Assurance Lead**
- KFST Values – delivered by our Pouraranga **Cultural Connector**
- IT resources issued and new kaimahi sign IT register -**IT coordinator**
- Privacy Act presentation – Kaiwhakahaere Reumi **Operations manager**
- Health and Safety induction – **Health and Safety committee member**
- Visit to the Kainga Rua whares – Kaiarataki Kainga Rua

- Introduction to EXESS (client management system) – IT coordinator
- Supervision process – Kaiarataki
- Hours of work, absences process – Kaiarataki
- Frequency of performance and appraisals – Kaiarataki
- Service operations manuals – Kaiarataki
- Vehicle and room bookings – Kaiarataki
- Process with using work vehicles – Kaiarataki
- Payroll paperwork. e.g., IRD, staff details – Kaiwhakahaere Reumi Operation manager
- Waiata book – Kaiarataki

Each task is to be signed and dated by the kaimahi who deliver the task, once completed this document will sit on the new kaimahi HR folder as confirmation of the onboarding. We are working on putting this document or process into an online platform using applications available through our licencing with Microsoft. The next stage is to work with the Team Leaders to identify what is they need from their services to enhancing the onboard of each of the Kaimahi.

Financial process - Kia tu tika – Taking accountability for our actions



We have introduced clear financial pathways for all of KFST financial requests and who is the approver. All requests must be put through to EXESS (CMS), then a TODO is sent through to the GM for approval. It is then noted as approved and TODO to admin to distribute vouchers or purchase or make payment for the item. This has been helpful as the kaimahi are clear of the pathway on who, when and how these can be paid.

We are always looking to improve our process and aligning with a value.

IT Resourcing – Tukanga Auahatanga: Reflective practices- Innovation

As we have expanded in services and kaimahi so has the demands for IT resources and applications. When making decisions about purchasing items we research and read any reviews about products especially as the IT world changes are often and happen quite quickly, its important for us to keep ourselves updated. We also need to identify if the product is compatible with licences Microsoft's office 365 and applications as we are moving into a paperless environment.

When we are introducing a new application our process is to trial it with a select group for a set time period, address any issues and if it works for the group then we will set a timeframe on when we would roll this out to everyone within KFST.

Set Up of Kainga Rua – Whakapiringa: Whanaungatanga- Positive relationships

From December 2021 to May 2022, we have set up 40 transitional sites. We learnt a lot from property to property which was good, and things improved as we progressed through each property. Each of the properties had their own individual set up based on the budget, layout and landlord's approval.

We were very busy in Dec 2021 purchasing products, align with the budgets and negotiating with main stores. Operation manager had a good relationship with TARGET and use this to support our rollout of transitional homes. We also developed good relationships with Harvey Norman (outlet store), Bunnings, Mitre 10 Raukura, and the Warehouse Hamilton Central. These relationships remain today and have been used for the set of the other properties.

We did learn a valuable lesson with Brooklyn Road about purchasing brand new lounge suites and dinning tables, that did not last long and were broke within a couple of months. We decided to buy solid second-hand lounge suite and dinner tables as they would last longer, which has been the case.

By the time we moved whānau into Vialou/Rhode Street sites we had onboarded a maintenance/property team, Property Link who are a community-based service aligned with Community Link Trust. Their assistance since being onboard has been much appreciated as there was a lot of physical work required in the set up. We also had the support of Kāinga Ora colleagues to set up of Dey Street in January and Ministry of Social Development Housing support team assist with Vialou/Rhode Street set up.

Kaiwhakahaere Reaumi - Allies Evans

Marketing

It has been another busy year for the Marketing team at Kirikiriroa Family Services Trust. Our marketing spaces have expanded as we continue to develop the image of our ever growing organisation. We have had a number of highlights in the Marketing space during the calendar year which have been outlined below. The recent outbreak of COVID-19 has definitely impacted our engagement with stakeholders & our ability to network with the wider community of Kirikiriroa. The team have resorted to using online and social media platforms to engage with our local networks and whanau.

The Marketing Administrator changed hands earlier this year when Nathan Taiapa moved into the Te Haumirimiri Ngakau Mokopuna team. I was humbled to accept the role and thank Nathan for the significant impact he has had during his time in the role and his ongoing guidance and support.

Staff Photo Day

Our organisation has had a number of additional staff members begin with Kirikiriroa Family Services Trust, the Marketing team had a wonderful idea to host staff photos. We will aim to have annual updates of staff photos during the calendar year as well as individual photos for new staff. These photos will be used for staff identification cards, staff profiles and general website usage.

KFST Branding

KFST office had a change in location when we secured a property at 115 Rostrevor Street. The marketing team worked tirelessly to ensure our new building had correct and appropriate branding. In addition to new signs the marketing team were able to organise branding for all KFST fleet cars. Majority of KSFT programs received new custom pull up banners.



Te Haumirimiri Ngakau Mokopuna Launch

This year brought a lot of change for KFST including the lunch of Te Haumirimiri Ngakau Mokopuna. The launch was held at Kirikiriroa Marae with representatives from the Hamilton City Council Mayor's office and Kaahui Ariki in attendance. KFST worked alongside Tuu Oho Mai, K'aute Pasifika and Oranga Tamariki to ensure the event was successful. This is a new programme that Kirikiriroa Family Services Trust, K'aute Pasifika Trust, Tuu Oho Mai Services & Oranga Tamariki have collaborated and agreed to support keeping tamariki within their whānau/fanau.



The KFST Team with Meng Foon Race Relations Commissioner who visited us and imparted his knowledge regarding discrimination, human rights and related issues within Aotearoa

Anthonni Hall Marketing Administrator



LOOKING AHEAD

2022/23 is a year of huge opportunity and growth. I look forward to our diversification and more collaborative approach to working in our amazing Waikato and Waipa community. Please join us in making the Waikato and Waipa districts the best place to raise our tamariki.

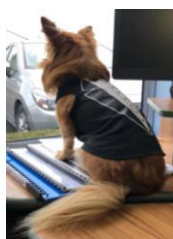
Dr Nicole Coupe
Pouwhakahaere Mātua-CEO



FINANCIAL STATEMENTS

Statement of Financial Position

ASSETS	2022	2021	2020\$	2019\$	2018\$	2017\$
Current						
Cash & Cash Equivalents	1,747,649	651,082	249,780	225,514	1,290,936	280,311
Receivables (from exchange transactions)	324,145	86,851	39,233	70,764	28,913	-
Recoverable (from non-exchange transactions)			-	250	-	16,279
Inventories	488	488	650	3,435	4,521	-
Prepayments and other assets	19,211	13,178	58,544	20,097	30,346	39,391
Investments	4,023,431	2,802,764	1,685,402	1,546,000	728,666	1,004,580
Total Current Assets	6,114,924	3,554,363	2,033,609	1,866,060	1,354,416	1,340,561
Non-Current						
Property, Plant & Equipment	1,699,357	1,686,279	1,454,135	271,956	202,614	93,858
TOTAL ASSETS	\$7,814,281	\$5,240,642	\$3,487,755	2,138,016	\$1,557,030	\$1,434,419
LIABILITIES						
Current						
Payables (from exchange transactions)	250,119	88,969	164,969	61,915	40,448	80,463
Employee benefit liability	191,341	132,194	168,916	147,651	116,852	305,998
Income in Advance	6,000	250,000				
TOTAL LIABILITIES	447,460	471,163	315,885	209,566	157,300	386,461
NET ASSETS/EQUITY						
Accumulated revenue and expense	7,366,821	4,769,479	3,171,859	1,928,450	1,399,730	1,047,958
TOTAL NET ASSETS/EQUITY	\$7,814,281	\$5,240,642	\$3,487,744	2,138,016	\$1,557,030	\$1,434,419



Our net assets have increased mainly in savings due to vacancies and investments. Our liabilities have increased due to payables and employee benefit liabilities (annual leave balances). We are working hard on spending our leave and remaining a healthy organisation both financially and in wellbeing.

“Whero is keeping an eye on the finances”

Statement of Comprehensive Revenue and Expenses

	2022\$	2021\$	2020\$	2019\$	2018\$	2017\$
Revenue	7,883,308	4,751,919	3,256,506	2,736,371	2,894,111	2,831,461
Employee Costs	(3,323,242)	(2,450,926)	(2,000,962)	(1,712,386)	(1,993,415)	(2,387,381)
Accommodation	(291,567)	(191,780)	(153,923)	(169,545)	(159,835)	(169,771)
Communication	(36,232)	(23,941)	(24,753)	(37,556)	(32,661)	(31,405)
Furniture, Equipment, and Supplies	(158,010)	(125,586)	(79,070)	(83,438)	(72,178)	(67,148)
Other expenses	(1,009,119)	(274,981)	(156,153)	(126,808)	(145,094)	(180,770)
Travel Costs	(117,747)	(97,886)	(101,185)	(117,458)	(165,943)	(166,095)
Other Income		-	465,000	(0)		
Surplus/(deficit) before net financing costs	2,547,391	\$1,586,819	\$1,205,460	\$489,180	\$324,985	(\$171,109)
Finance Income	49,951	10,801	37,949	38,677	26,787	36,049
SURPLUS/(DEFICIT) FOR THE YEAR	2,597,342	\$1,597,620	\$1,243,409	\$527,857	\$351,772	(\$135,060)
Other comprehensive revenue and expense						
TOTAL COMPREHENSIVE REVENUE	2,597,342	\$1,597,620	\$1,243,409	\$527,857	\$351,772	(\$135,060)

Our revenue increase due to new contracts. Our surplus in has been allocated to our Kainga Rua, Tiakina te Rito Rangatahi and Nga Hua Whakapuranga new programmes.

Statement of Cash Flows

	2022\$	2021\$	2020\$	2019\$	2018\$	2017\$
CASH FLOWS FROM OPERATING ACTIVITIES						
Proceeds from:						
Goods and services provided	7,440,354	4,965,257	\$3,281,017	2,704,943	2,869,650	2,816,078
Grants, Donations and bequests		-	6,613	480	2,850	5,019
Payments to suppliers and employees	(5,060,031)	(3,14,182)	(2,326,640)	(2,109,532)	(2,739,949)	(2,848,594)
Net GST paid	53,638	75,389	(42,649)	3,373	4,995	(2,431)
Net cash inflow/(outflow) from operating activities	2,433,952	1,846,464	918,341	599,264	137,546	(29,928)
CASH FLOWS FROM INVESTING ACTIVITIES						
Interest received	37,270	11,912	40,961	33,582	24,705	36,203
Proceeds from disposal of property, plant and equipment		-	-	19,044	217	54,608
Net proceeds from sale of investments			-	(1,546,000)	1,004,580	-
Payments for purchases of property, plant and equipment	(151,834)	(339,712)	(795,634)	(171,312)	(156,423)	(8,322)
Payments for purchase of investments	(1,220,667)	(1,117,362)	(139,402)		224,086	(73,978)
Payment of Property Bond	(2,154)					
Net cash inflow/(outflow) from investing activities	(1,337,385)	(\$1,445,162)	(894,075)	(1,664,686)	873,079	8,511
Net increase(decrease) in cash and cash equivalents	1,096,567	401,302	24,266	(1,065,422)	1,010,625	(21,417)
Cash and cash equivalents at the beginning of year	651,082	249,780	225,514	1,290,936	280,311	301,728
Cash and cash equivalents at the end of the year	1,747,659	651,082	\$249,780	225,514	1,290,933	280,311

Notes To Financial Statements

All accounts have a positive balance, with no overdraft facilities and two credit cards.

Debt

There is no debt

Going Concern

PKF Audit found the assumption of going concern was concluded as appropriate given the Trusts funding sources and its operating budget for the following financial period.

Current Liabilities

In 2021/22, we carried \$447,460 liabilities mostly payables \$250,119. Payables and employee benefit liability were significantly up from the previous year.

Takeaways

We are here to ensure Tamariki have a positive future.

INDEPENDENT AUDITOR'S REPORT

Auditor's Report

Overall audit result issued an **unqualified audit** report on the financial statements of the Trust for the year ended 30 June 2022.

